

FRED

Street name, City, Phone number, email address

PROFILE

Extensive experience in corporate IT, supporting and managing nationwide international voice & data network infrastructure, mobile solutions and related expense management. Accomplished photographer and multimedia artist who has a passion for clean data.

TECHNICAL AND WORKPLACE SKILLS

ACHIEVEMENTS

- Developed early implementation of home office integration for Corporate executive team
- Established distinction for completion of projects on time and on budget
- Managed large scale business growth and decline. Opened, closed, or relocated over a dozen operational and manufacturing facilities
- Written team and departmental communications lead
- Nominated and awarded for many client service awards
- Cost reduction and cost elimination driven
- Participated in numerous committees including environmental and team
- Extensive vendor relations and vendor contract management
- Accomplished photographer and multimedia artist

TECHNICAL

Servers
Many iterations of UNIX/ LINUX, and Windows servers

Infrastructure
DHCP, Frame Relay, ISDN backup, MPLS, SIP

Phone systems
Avaya Blue, CISCO call manager, many Voicemail systems, Unified messaging integration, platform standardization, fax server design/implementation/integration with ERP, Call centre design and scripting, mobile device management,

Software
Most Microsoft products, expense billing management, Crystal Reports, Remedy, CISCO call manager CUCM, Photoshop, G Suite, SAP

CREATIVE

- Worked with city council to approve an unfunded 700lb art installation hanging on a bridge in Toronto
- Created a flame shooting skeeball installation for local art festival
- 3 photo galleries
- 4 art gallery showings
- 2 CD covers
- Many global publications

BUSINESS

- Contract negotiations
- Invoice analysis and distribution
- Mobile Device Management (MDM)
- In Building wireless distribution.
- Created a not for profit entity

PROFESSIONAL EXPERIENCE

National pharmaceutical company. - Sr Network Specialist (Telecom) 2005 – 2018

Department Team lead, coordinating workload, help desk queue and projects among team members
End to end mobile device management, working with vendors to create order and billing portals
Complete telephony overhaul to CISCO IP
Managed \$3M telephony budget including global network charge back and automated cost allocation for wired and wireless
Developed cost allocation reports for end users with manager/department summary reporting
Unified messaging/integration, managed the project workflow including cloud migration/integration to O365
Replaced third party fax SAP integration with in house product realizing \$.5M savings in 3 year project cycle

Local automotive supplier - Telecommunications Specialist 2000 – 2005

Led complete overhaul of the data network, a replacement for the aging Frame/Relay to an MPLS topology
North American support/management for all voice systems, networks and backup support for data networks
Cost recovery based on analysis and renegotiation of contracts/services with major telecom vendors
Vendor management/Vendor relations and related contract negotiations
Managed and coordinated downsizing/closure/sale of 3 major manufacturing facilities

American clothing company	1994 – 2000
Team Leader/Communication Technician	1999 – 2000
<p>Led Canada wide leadership for first and second level help desk support</p> <p>Managed and coordinated internal and external resources for maintenance and repair</p> <p>Developed and analyzed statistical management reports with emphasis on cost reduction and process improvement</p>	
Communications Technician	1995 – 1999
<p>Managed telephony for the Canadian Corporation</p> <p>PBX and peripheral administration</p> <p>Configured and supported consumer and retail Call Centres including CTI integration</p> <p>Analyzed voice systems and billing</p> <p>Supported the Canadian video conferencing solution</p> <p>Developed online corporate phone directory</p>	
Senior Computer Operator	1994 – 1995
<p>Administered and supported HPUNIX mainframe and all voice/data switches</p> <p>Provided backup/restore management</p> <p>Second Level desktop, servers and peripheral support</p>	
Multimedia Artist	2014 – PRESENT
<p>Re-imaginings based on harvested/discarded electronics, glass, resin, and other found objects</p>	
Event/Performance photographer	2007 – PRESENT
<p>Key photographer in the local Burning Man, Comedy, and Theatre scenes</p> <p>House photographer at Lunacy Cabaret 2009-2020</p>	
Local arts festival - Parking Infrastructure Lead	2016 – PRESENT
<p>Managed parking infrastructure for 850 person festival</p> <p>Developed volunteer procedural manual</p> <p>Led 30+ volunteers to manage vehicle access, safety, and movement pre, during, and post event</p>	
Interactive arts festival - Creator	2013
<p>Creation of NFP organization</p> <p>Creation of Board of director roles and responsibilities</p> <p>Define purpose and scope of the entity to support Toronto region burning man events</p>	
Local sculpture project - Lead Artist	2012
<p>Defined outer structure build for a 700lb fibreglass sculpture to hang on a local bridge</p> <p>Lead for multiple disciplines throughout the project</p> <p>Project utilized 1200 addressable LED's to provide both day and night visualizations</p>	
Art project - local art festival (honorarium) Artist	2011
<p>Created a 10,000 sq. ft. interactive sculpture/experience in a parking lot for local art festival</p> <p>Provided fibreglass, soldering, and plumbing expertise</p> <p>Developed safety and operational procedures</p>	